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	EFFECTIVE DATE <b>September 1, 2017</b>	
<b>FARMWORKER CHILD(REN) INCENTIVES AND DISINCENTIVES</b>		<b>Version 2.4</b>

**DOCUMENT HISTORY LOG**

STATUS <sup>1</sup>	DOCUMENT REVISION <sup>2</sup>	EFFECTIVE DATE	DESCRIPTION <sup>3</sup>
Baseline	N/A	November 13, 2009	Initial version Uniform Managed Care Manual Chapter 12.16, "Migrant Rewards Summary Matrix."
Revision	1.1	September 1, 2010	Chapter 12.16 is modified to change the chapter name from "Migrant Rewards Summary Matrix" to "Migrant Incentives Summary Matrix" and to replace all occurrences of the term "Rewards" with "Incentives".
Revision	1.2	December 24, 2010	Chapter 12.16 is modified to remove specified dollar amounts and add a cap to the incentive amount.
Revision	2.0	March 1, 2012	Revision 2.0 applies to contracts issued as a result of HHSC RFP numbers X29-10-0020 and X29-12-0002. "Background" is modified to remove the financial award and replace with non-financial incentives. "Part 2" is modified to remove the financial award and replace with non-financial incentives
Revision	2.1	November 15, 2015	Revision 2.1 applies to contracts issued as a result of HHSC RFP numbers X29-10-0020, X29-12-0002, X29-13-0042, and X29-13-0071. "Applicability" modified to add the STAR Kids Program.
Revision	2.2	June 1, 2016	Revision 2.2 applies to contracts issued as a result of HHSC RFP numbers X29-10-0020, X29-12-0002, X29-12-0003, X29-13-0042, and X29-13-0071. "Applicability" is modified to add Children's Medicaid Dental Services.
Revision	2.3	August 1, 2016	Part 1 is modified to require MCOs to renew long term agreements every two years for points to be awarded.
Revision	2.4	September 1, 2017	Chapter 12.16 is modified to change the chapter name from "Migrant Incentives Summary Matrix" to "Farm Worker Child Incentives and Disincentives". "Applicability" modified to remove the STAR+PLUS Program. "Background" is renamed "MCO Incentives" and modified to incorporate relevant content from Chapter 12.26.



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STATUS <sup>1</sup>	DOCUMENT REVISION <sup>2</sup>	EFFECTIVE DATE	DESCRIPTION <sup>3</sup>
			<p>Chapter 12.26 has been withdrawn.</p> <p>"Migrant Award Matrix" is renamed "Farmworker Child(ren) Incentives and Disincentives" and modified to incorporate relevant content from Chapter 12.26.</p> <p>"Scores and Rankings" is added to incorporate relevant content from Chapter 12.26.</p> <p>"MCO Disincentives" is added to incorporate relevant content from Chapter 12.26.</p>

<sup>1</sup> Status should be represented as "Baseline" for initial issuances, "Revision" for changes to the Baseline version, and "Cancellation" for withdrawn versions

<sup>2</sup> Revisions should be numbered according to the version of the issuance and sequential numbering of the revision—e.g., "1.2" refers to the first version of the document and the second revision.

<sup>3</sup> Brief description of the changes to the document made in the revision.



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## Incentives for MCO Farmworker Child(ren) Activities

### Applicability of Chapter 12.16

Applicability modified by Versions 2.1, 2.2, and 2.4

This chapter applies to Managed Care Organizations (MCOs) participating in the STAR Program, STAR Kids Program, and Children’s Medicaid Dental Services.

### MCO Incentives

MCO Incentives modified by Versions 1.2, 2.0, and 2.4

MCOs may receive non-financial incentives for their migrant efforts in the areas of collaboration with organizations that work with Farmworker Child(ren) (“migrant organizations”) and in methods used to identify Child(ren) (FWC) enrolled in their health plan.

Based on the following 750 point scoring matrix, HHSC will assess a score up to 600 points for an MCO’s collaboration efforts with migrant organizations (see Part 1 of the Farmworker Child(ren) Annual Report Log) and up to 150 points for the MCO’s efforts to identify FWC (see Part 2 of the Farmworker Child(ren) Annual Report Log). HHSC will total the points earned for each MCO. Based on the total points, HHSC will rank each MCO by managed care program from highest score to lowest. Rankings will be posted on the HHSC website.

HHSC will award points by MCO and managed care program based on the frequency of effort or the method used. MCOs on corrective action plan(s) (CAP(s)) for migrant activities will not be awarded points until HHSC has closed the CAP(s).

Points are awarded based on submission of the Farmworker Child(ren) (FWC) Annual Report Log (the FWC Log), with confirmation based on the FWC Annual Report, and additional documentation upon request.

### Farmworker Child(ren) Annual Report Log - Scoring

#### Part 1:

Log Part 1 modified by Versions 1.1, 1.2, 2.3, and 2.4

MCOs will be rewarded for the highest activity achieved with each migrant organization and the frequency of the activity. The incentive is based on the MCOs collaborating with up to 20 migrant organizations within a state fiscal year



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(SFY). Although MCOs may earn more than 600 points for the activities described in this part; the maximum number of points awarded for this part will be 600.

For purposes of Part 1, a “meeting” is an in person visit with a migrant organization with one or more stated objectives and agenda topics regarding the organization’s migrant outreach program. A “site visit” is a visit to a migrant organization’s location for the purpose of collecting information, but with no substantive discussion of the organization’s migrant outreach program.

MCOs that execute agreements or Memorandum of Understanding (MOU) with migrant organizations for the purpose of establishing a process of ongoing identification of FWC, must renew the agreements or MOU with those organizations every two years from the execution date of the agreements or MOU for points to be awarded.

## POINT SYSTEM

Efforts:

- 1) MCO contacts a migrant organization by telephone (up to 5 points per organization, 100 maximum total points).
 

1-3 contacts per year	1 point
4-6 contacts per year	2 points
7-9 contacts per year	3 points
10-12 contacts per year	4 points
More than 12 contacts per year	5 points
  
- 2) MCO sets up a meeting with a migrant organization at set intervals (up to 5 points per organization, 100 maximum total points).
 

1-3 meetings per year	1 point
4-6 meetings per year	2 points
7-9 meetings per year	3 points
10-12 meetings per year	4 points
More than 12 meetings per year	5 points
  
- 3) MCO does a site visit with a migrant organization (up to 10 points per organization, 200 maximum total points).
 

1-3 site visits per year	2 point
4-6 site visits per year	4 points



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- 7-9 site visits per year 6 points
- 10-12 site visits per year 8 points
- More than 12 site visits per year 10 points

4) MCO received training on migrants from a migrant organization (up to 15 points per organization, 300 maximum total points).

- 1-3 trainings per year 3 points
- 4-6 trainings per year 6 points
- 7-9 trainings per year 9 points
- 10-12 trainings per year 12 points
- More than 12 trainings per year 15 points

5) MCO conducted presentations on FWC in collaboration with a migrant organization (up to 20 points per organization, 400 maximum total points).

- 1-3 presentations per year 4 points
- 4-6 presentations per year 8 points
- 7-9 presentations per year 12 points
- 10-12 presentations per year 16 points
- More than 12 presentations per year 20 points

6) MCO in collaboration with a migrant organization participated in health fairs or events (up to 25 points per organization, 500 maximum total points).

- 1-3 participations per year 5 points
- 4-6 participations per year 10 points
- 7-9 participations per year 15 points
- 10-12 participations per year 20 points
- More than 12 participations per year 25 points

7) MCO sets up a process with a migrant organization for ongoing identification of FWC (up to 30 points per organization, 600 maximum total points).

- 1-3 months process is in place per year 10 points
- 4-6 months process is in place per year 15 points
- 7-9 months process is in place per year 20 points
- 10-12 months process is in place per year 30 points

**Part 2:**

Log Part 2  
modified by  
Versions 1.1,  
1.2, 2.0, and  
2.4

MCOs will be given points for each method used to identify FWC enrolled in an MCO and the frequency of the methods used. The points for the methods outlined below will be added for a grand total and the incentives for this section



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awarded will based on that number. The maximum number of points awarded for Part 2 will be 150.

Methods used:

- 1) MCO uses automated system to contact Members and follow-up call to validate by MCO staff (5 points).

1-2 months per year	1 points
3-4 months per year	2 points
5-6 months per year	3 points
7-9 months per year	4 points
10 -12 months per year	5 points

- 2) MCO sends mail-out to Members inquiring if household is a migrant family (10 points).

1-2 months per year	2 point
3-4 months per year	4 points
5-6 months per year	6 points
7-9 months per year	8 points
10 -12 months per year	10 points

- 3) MCO hotline staff screens all hotline callers to determine whether they are migrants (15 points).

1-2 months per year	3 point
3-4 months per year	6 points
5-6 months per year	9 points
7-9 months per year	12 points
10 -12 months per year	15 points

- 4) Migrant question is included in plan materials such as assessment tools (20 points).

1-2 months tool is used per year	4 points
3-4 months tool is used per year	8 points
5-6 months tool is used per year	12 points
7-9 months tool is used per year	16 points
10 -12 months tool is used per year	20 points.

- 5) MCO performs Member welcome calls and asks migrant question (20 points).

1-2 months calls performed per year	4 points
3-4 months calls performed per year	8 points



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- 5-6 months calls performed per year 12 points
- 7-9 months calls performed per year 16 points
- 10 -12 months calls performed per year 20 points

6) MCO provides training to Network Providers and other MCO partners (20 points).

- 1-2 months provided training per year 4 points
- 3-4 months provided training per year 8 points
- 5-6 months provided training per year 12 points
- 7-9 months provided training per year 16 points
- 10 -12 months provided training per year 20 points

7) MCO has process in place to identify FWC within their PCP network (30 points).

- 1-3 months process is in place per year 10 points
- 4-6 months process is in place per year 15 points
- 7-9 months process is in place per year 20 points
- 10 -12 months process is in place per year 30 points

8) MCO meets in person with Members to inquire about their migrant status (30 points).

- 1-3 months process is in place per year 10 points
- 4-6 months process is in place per year 15 points
- 7-9 months process is in place per year 20 points
- 10-12 months process is in place per year 30 points

**Scores and Rankings:**

Scores and Rankings added by Version 2.4

- HHSC will review the entries for both Part 1 and Part 2 of the FWC Annual Report Log (FWC Log) and provide feedback or request clarification as needed.
- HHSC will use the points as calculated in the FWC Log, if supported by the FWC Annual Report.
- Rankings will by managed care program (STAR, STAR Kids, and Children's Medicaid Dental Services).



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- HHSC will allow MCOs 10 Business Days to review and provide comments to HHSC on the final scores and rankings. HHSC will consider these comments prior to making the final rankings.

### **MCO Disincentives**

MCO  
Disincentives  
added by  
Version 2.4

- HHSC will assess up to the maximum liquidated damages allowed by the contract for failure to submit timely, accurate, and complete reports.
- HHSC may impose additional remedies as outlined in the Contract including CAPs.
- A CAP will be required if the FWC Annual Report or FWC Log do not reflect minimum compliance with Contract requirements.